

Inbound - Glossary

A

Admin Accounts	New admin accounts can be created to allow people to have their own logins for the portal. This allows you to easily see who made changes to the call plans. Additional admin accounts can be created from the Gamma Portal.
Advanced Statistics	Advanced Statistics is an add-on that is available for Contact Path, Contact Point and Contact Pro. Advanced Statistics gives you and your end user details of every inbound call including calling party, destination numbers, durations and times. Inbound allows these to be downloaded as a CSV file that can be opened in Excel.
Aliased Inbound Number	This is a number which does not have any call plans of its own, but instead uses the active call plan of the primary number it is aliased to.
Aliasing	Aliasing eliminates the need to create two or more identical call plans on inbound numbers, which have the same routing.
Announcements	An announcement is a recorded message, which can be used over an IVR for various reasons. Some examples of this may be to indicate which number to press for certain options or to announce opening times etc.
Area controls	Area Controls are available on Contact Path and Contact Pro to allow you to route calls based on the area code of the incoming callers presented CLI.

B

Browsers Cache	<p>If your end user is having trouble logging into the Inbound platform, we recommend that they clear their browsers history or try with a different browser. If they are using IE they can clear there cache and history using the following steps:</p> <p>In your web browser choose 'Internet Options' from the tools tab on the far right of your browser.</p> <p>Next tick the 'delete browsing history on exit' box in the General tab and click on 'Apply' (see figure below)</p> <p>Exit your browser</p> <p>Re-open your browser and log in to your MyInbound account. The changes should now be visible.</p>
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C

Call recording	Call Recording is an add-on available for Contact Path, Contact Point and Contact Pro. It allows the recording of all or a percentage of calls routed via Inbound. To enable call recording it must be enabled in the Gamma Portal, then enabled on the destination number that you wish the call recording to be enabled on.
Call queue	Call Queues are available on Contact Pro and allow you to put callers into a call queue prior to them being answered by the destination.
Custom Fields	The custom fields can be used so that the user is able to make entries against any number on their inbound plan, most of the time a user would use this feature to help them identify what this number is used for without having to view the call plan in full.

D

Date/Time Control	The date/time control can be used to define different call routing between specific date and time ranges which are set by the end user.
Destination Number	The destination number is the number that the call terminates to. If you have issues with the inbound platform, it is important to make test calls to the destination number directly - to see if the issue is with the inbound platform or the destination number.
Draft Call Plan	A draft call plan is a call plan that has been built but not validated. Until a call plan is validated it cannot be made live.
Disaster recovery	MyInbound allows you to specify disaster recovery call plans. This gives you the ability for accounts with multiple inbound numbers to specify disaster recovery plans for each of them in the case of an outage at the destination activate all the disaster recovery plans at once.
Date control	Date control is available on Contact Path and Contact Pro and allows you to route calls based on the date. This can be used to allow you to specify bank holidays and other days where you want calls to route differently.
Day control	Date control is available on all inbound products and allows you to route calls based on the Day of the week. This is commonly used to allow alternate routing to be set up for weekends.
Divert	Inbound allows you to divert calls to an alternate destination. There are three conditions that calls can be diverted on; Busy, No answer (after a specified time) and Network error.

Distribution control	Distribution controls are available on Contact Path and Contact Pro and allow you to balance incoming calls between multiple destinations.
Download Numbers -	The download numbers feature allows you to download a CSV of either your number details or custom fields template.

E

Event History	The event history allows you to view the history of significant events such as changes to the call plan and deletion of call recordings.
Examples	When reporting problems with calls via Inbound, we require examples. These examples should be collated once you have established that the fault lies with the inbound and not the destination number. What is required is the Time, Date, A number (Calling parties number), B number (Inbound number), C Number (Destination number). For most faults we will require at least 3 examples preferably where the A number is from a different source.

H

Horizon	MyInbound does not support the termination the call to a destination number residing on the Horizon platform. For more information please see the compatibility guide Gamma Product Combinations .
Hunt Group	The Hunt group control can be used to build groups of destinations in your call plan that will be searched to find one end point that is available.

I

International numbers	MyInbound allows the termination of calls to international numbers. This can be enabled via the Gamma Portal under the section labelled change company details.
Inbound App	Inbound allows the activation of call plans via the use of the Inbound App.

IVR (Interactive Voice Response)	The IVR control can be used to build interactive call handling where the calls are to be routed according to options which are selected by the caller.
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P

Performance	The performance tab on the myInbound platform allows you to view (in graphical form) the key aspects of your company's call handling performance.
Ported in numbers	<p>The Gamma Portal allows you to port Geographic numbers onto Inbound. When a number is ported onto the Gamma Network for use with Inbound, we will create the Inbound account for you and place the ported in number as a simple translation.</p> <p>Once the port has completed you or the end user will need to login to Inbound and then build and activate a call plan. Once this initial call plan is activated numbers will route across the Inbound platform.</p>
Post Dial Delay (PDD)	Post dial delay is the time after a caller dials a number until they hear a ring tone. Factors that can increase post dial delay include the use of mobiles, the porting of numbers from their originating network and the use of diverts.
Primary Inbound Number	This is an Inbound number that has one or more associated (aliased) numbers.

S

Shared Values	Shared Values allow global schedules to be shared across many call plans. The shared values management page can be used to configure these schedules and activate them across call plans.
Standard Inbound Number	This is an Inbound Number that has its own call plans, these call plans will not be shared with any other number.

T

Time control	Time control is an option available on Contact Path and Contact Pro allowing different routing based on time of day.
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V

Voicemail to email	Voicemail to email allows calls to be redirected to either a system default message or a custom message - following the announcement they are then able to leave a message. Once the message has been recorded, it is then forwarded as an MP3 file to up to two email addresses.
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W

Welcome Messages	Welcome messages are available on Contact Pro to allow playing of announcements to callers.
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